

# Burton Primary School Grievance Procedures

## STUDENTS

- Try and talk to the person causing you a problem.
- If the problem is not resolved, ask a teacher for help.
- Explain the problem including:
  - who was involved
  - what happened
  - what you did
  - what you believe was unjust or unfair. You may bring someone with you for support.
- Discussing your concerns with your parents or caregivers is an important part of this process but please let the school know of your problem as soon as it happens.
- If the problem continues, make a time to speak to the Principal, Deputy Principal or School Counsellor

## STAFF

- Arrange a time to speak to the person concerned. You may seek the support of an advocate or the designated contact person.
- If the grievance is not resolved, speak to a member of the School Leadership team and ask their support in addressing the grievance.
- If you are still dissatisfied, approach the Education Director (Ms Ros Maio) who will try to resolve the situation.
- Personnel outside the school you may wish to contact for advice or support include:
  - DECD Employee Assistance Program (Davidson Trahaire Corpsych 1300 360 364)
  - Australian Education Union (AEU)
- All teachers have access to a “Help Needed” card and are encouraged to use this if approached by parents with grievances either whilst teaching or on yard duty.

## PARENTS & CARERS

- Arrange a time through the office, to speak to the appropriate staff member.
- Staff must not be interrupted during lesson times or whilst on yard duty. It is also inappropriate to speak directly to any child other than your own about a problem.
- Outline what you consider to be unjust or unfair and be prepared to listen to other relevant information.
- Mutually negotiate a plan of action and ensure that the plan is followed.
- If you feel the grievance has not been satisfactorily addressed, arrange a time to speak to someone in the School Leadership Team.
- If the problem remains unresolved, you may wish to direct your concerns to the DECD Education Complaint Unit (see back page for contact number and website).

## Do you have any questions or concerns about school that you would like to discuss?

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We are happy to talk with you about

- ◇ ***Matters of a general school nature (curriculum, policies, school events, etc.)***
- ◇ ***Personal concerns relating to your own child or children.***

Parents or caregivers are ***not*** to approach other students directly.

Please use the information provided in this brochure to help us appropriately resolve your issue or concern.

## CONFIDENTIALITY

It is important to remember that in most cases, confidentiality is a legal requirement when resolving a grievance. It is also unlawful for any form of victimisation to occur as a result of the Grievance Procedure process.

If you are concerned about the personal welfare or safety of another child apart from your own, you can call 13 14 78 to make a Child Protection report.

## Contact information

To see the Principal, Deputy Principal, School Counsellor or teachers, please make appointments through the Front Office on 8280 6277

Principal: Alison Lynch

Deputy Principal: Nic Dale

School Counsellor: Andre Neto

Education Complaints Unit: 1800 677 435  
[www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)



**Government of South Australia**  
Department for Education and  
Child Development



Burton Primary School

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## GRIEVANCE PROCEDURES

We believe that the school environment should be safe and supportive for all students, families and staff. As a student, staff member, parent or caregiver, your concerns or grievances will be treated seriously and respectfully.

The first step in a grievance procedure is to calmly and respectfully approach the person who knows most about your concern.

However if you feel unable to do this or if there is not a satisfactory resolution to the problem, this policy brochure outlines a series of steps you may choose to follow.